

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

**Order Instituting Rulemaking on the  
Commission's Own Motion to Address the  
Issue of Customers' Electric and Natural  
Gas Service Disconnection.**

**RULEMAKING 10-02-005**

(Filed February 4, 2010)

**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 M)  
MONTHLY DISCONNECT DATA REPORT THROUGH  
FEBRUARY 2011**

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**March 25, 2011**

**Attorneys for  
PACIFIC GAS AND ELECTRIC  
COMPANY**

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OF THE STATE OF CALIFORNIA**

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Pursuant to Decision (D.)10-07-048, Ordering Paragraph 14 and Appendix A, Pacific Gas and Electric Company (PG&E) hereby submits its Monthly Disconnect Data Report and Attachment, which provides data through February, 2011, related to service terminations and reconnections, billing assistance and payment arrangements, arrears and created and broken payment plans.

In each table, Medical Baseline accounts are included in the data for CARE, FERA, Non-CARE/Non-FERA, and in the Totals thereof. Medical Baseline data is then also reported

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separately. In order to make this clear, the data response charts have been rearranged so that the Total column in each response separates Medical Baseline from the other reported groups.

Respectfully submitted,

ANN H. KIM  
DANIEL F. COOLEY

By: \_\_\_\_\_ /s/  
DANIEL F. COOLEY

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March 25, 2011

Attorney for  
PACIFIC GAS AND ELECTRIC COMPANY

# **ATTACHMENT**



IOU Payment Assistance Requests<sup>1111</sup> 2010/2011

Table with 5 main columns: Month, Customers requesting bill payment assistance, Number of accounts paid <100%, Number of accounts paid <50%, and Number of accounts paid <50%. Sub-columns include Total, Non CARE, FERA, CARE, FERA, and Medical Baseline.

\*\* Customers requesting assistance are those who received plus those denied assistance
\* Medical Baseline Accounts are also included in one of the Non CARE, FERA, CARE or FERA columns
Historical data is not the product of a production system and may not be used for financial reporting.

Number of Arreages

Table with 5 main columns: Month, Customers <1-60 days in arrears, Customers <61-90 days in arrears, Customers <91-120 days in arrears, and Customers >120 days in arrears. Sub-columns include Total, Non CARE, FERA, CARE, FERA, and Medical Baseline.

\* Arreage data is provided on a quarterly basis after the quarterly performance is made public. Typically, the data will be provided in the subsequent reporting month.

Table with 5 main columns: Month, Customers <1-15 days in arrears, Customers <16-150 days in arrears, Customers <151-180 days in arrears, and Customers >181+ days in arrears. Sub-columns include Total, Non CARE, FERA, CARE, FERA, and Medical Baseline.

\* Arreage data is provided on a quarterly basis after the quarterly performance is made public. Typically, the data will be provided in the subsequent reporting month.

IOU Payment Plan Requests 2010/2011

Payment Plans Created table with columns for Month, Payment Plans Ongoing, and Payment Plans Created by duration (1 Month, 3 Months, 6 Months, 9 Months, 12 Months, 2+ Months) and categories (Total, Non-CARE, FERA, CARE, FERA, Medical Baseline\*).

\*\*Plans Ongoing as of end of month and not in sum of plans by month.

\*Medical Baseline accounts are included in one of the Non-CARE, FERA, CARE or FERA categories.

Payment Plans Broken table with columns for Month, Payment Plans Broken by duration (1 Month, 3 Months, 6 Months, 9 Months, 12 Months, 2+ Months) and categories (Total, Non-CARE, FERA, CARE, FERA, Medical Baseline\*).





**Pacific Gas and Electric Company Disconnect Data Report (data through February 2011) Table A 5**

**Non-CARE and FERA**

**Annual Reports**

	2006	2007	2008	2009	2010
1. Dollar Value of Residential Accounts Written Off as Uncollectible, Following Shutoff for Non-payment	\$4,946,790	\$7,190,987	\$8,479,610	\$15,828,791	\$6,181,203
2. Total Number of Unique Accounts for the Year With Payment Plans Initiated	329,913	312,336	285,669	287,237	294,481
3. Total Unique Accounts Sent 2-Day Notice of Disconnection	721,350	753,863	714,552	615,835	553,229
4. Total Unique Accounts Disconnected for Non-Payment	109,706	113,599	142,193	150,095	90,984
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	79,687	80,611	94,825	97,225	66,605

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Pacific Gas and Electric Company Disconnect Data Report (data through February 2011)

Table A 6

CARE

Annual Reports

	2006	2007	2008	2009	2010
1. Dollar Value of Residential Accounts Written Off as Uncollectible, Following Shutoff for Non-payment	\$1,011,920	\$2,497,801	\$2,257,212	\$3,486,423	\$2,949,572
2. Total Number of Unique Accounts for the Year With Payment Plans Initiated	218,671	229,801	213,836	299,171	343,503
3. Total Unique Accounts Sent 2-Day Notice of Disconnection	358,105	387,495	292,501	382,673	457,584
4. Total Unique Accounts Disconnected for Non-Payment	34,597	51,112	69,289	65,816	57,594
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	26,366	39,727	51,367	61,179	51,200

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## FERA

## Annual Reports

	2006	2007	2008	2009	2010
1. Dollar Value of Residential Accounts Written Off as Uncollectible, Following Shutoff for Non-payment	\$8,016	\$17,608	\$16,093	\$40,430	\$57,532
2. Total Number of Unique Accounts for the Year With Payment Plans Initiated	2,308	1,940	4,265	7,185	7,374
3. Total Unique Accounts Sent 2-Day Notice of Disconnection	3,994	3,781	6,378	9,494	9,583
4. Total Unique Accounts Disconnected for Non-Payment	143	234	436	1,313	1,298
5. Total Unique Accounts Having Service Restored After Disconnection for Non-Payment	119	183	339	1,230	1,224

\*Annual numbers capture customer's FERA status at year-end

Company Disconnect Memorandum Account (data through February 2011)

Table B-1

Disconnect OIR Memorandum Account

Actuals Costs in SAP by month	2010												YTD 2010	January	February	YTD 2011	Total
	January	February	March	April	May	June	July	August	September	October	November	December					
8100814 - Disconnect OIR - Contact Ctrs	\$ -	\$ -	\$ 51,561	\$ -	\$ 1,968,633	\$ 31,219	\$ 1,093,664	\$ 21,733	\$ -	\$ 450,831	\$ -	\$ -	\$ (28,510)	\$ 3,589,131	\$ -	\$ -	\$ 3,589,131
8099430 - Disconnect OIR - MTC	\$ 14,864	\$ 52,795	\$ 102,675	\$ 11,990	\$ 71,416	\$ 29,257	\$ 8,208	\$ 36,561	\$ 570	\$ 3,490	\$ 35	\$ 5,520	\$ -	\$ 336,371	\$ 1,120	\$ -	\$ 337,491
8100337 - Disconnect OIR - MTC - IT Costs	\$ -	\$ 1,639	\$ 3,109	\$ 347	\$ -	\$ 2,364	\$ 9,514	\$ 456	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 17,429	\$ -	\$ -	\$ 17,429
8102146 - Disconnect OIR - SR 36337	\$ -	\$ -	\$ -	\$ -	\$ 1,569	\$ 9,820	\$ 4,935	\$ 11,445	\$ 3,562	\$ 940	\$ -	\$ -	\$ -	\$ 32,271	\$ -	\$ -	\$ 32,271
<b>Total</b>	<b>\$14,863.59</b>	<b>\$54,434.17</b>	<b>\$157,345.41</b>	<b>\$12,327.32</b>	<b>\$2,041,617.53</b>	<b>\$71,660.58</b>	<b>\$1,116,320.78</b>	<b>\$70,194.25</b>	<b>\$4,132.44</b>	<b>\$455,260.53</b>	<b>\$34.98</b>	<b>\$5,520.00</b>	<b>\$(28,510.17)</b>	<b>\$ 3,975,201</b>	<b>\$1,120.00</b>	<b>\$0.00</b>	<b>\$ 3,976,321</b>
Costs to be excluded \$	14,864																
<b>Actual Recorded \$</b>	<b>-</b>	<b>54,434.17</b>	<b>157,345.41</b>	<b>12,327.32</b>	<b>2,041,617.53</b>	<b>71,660.58</b>	<b>1,116,320.78</b>	<b>70,194.25</b>	<b>4,132.44</b>	<b>455,260.53</b>	<b>34.98</b>	<b>5,520.00</b>	<b>(28,510.17)</b>	<b>3,960,337.82</b>	<b>1,120.00</b>	<b>0.00</b>	<b>3,961,457.82</b>
																	<b>Interest</b>
																	<b>6,900.76</b>
																	<b>\$ 3,968,358.58</b>
																	<b>Amount in Memo Acct</b>
																	<b>\$ 3,968,358.58</b>

**CERTIFICATE OF SERVICE BY ELECTRONIC MAIL**

I, the undersigned, state that I am a citizen of the United States and am employed in the City and County of San Francisco; that I am over the age of eighteen (18) years and not a party to the party to the within cause; and that my business address is 77 Beale Street, B30A, San Francisco, California 94105. I hereby certify that I have this day electronically served the foregoing document(s) upon each member of the official service list of **R.10-02-005**

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MONTHLY DISCONNECT DATA REPORT THROUGH  
FEBRUARY 2011**

and if no e-mail address was available, the party was served by U.S. Mail.

I certify and declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed on March 25, 2011, at San Francisco, California.

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/s/  
Jennifer S. Newman

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